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EPSON®

Wednesday, July 24, 13

EPSON **SureColor® Academy Training**

Better Performance. More Profit.

Best Practices v1.0

Who are we?

- Catalina Frank - Product Manager
- Roy Bohnen- Technical Sales Manager
- Rob Simpson- Field Engineer West Coast
- Keith Prado - Field Engineer South East
- Mike Moon - Field Engineer Mid West
- Todd Schneider - Field Engineer North East
- Who are you?

Housekeeping

- Restrooms and break room
- Breaks
- Cellphones on vibrate
- Questions- Ask a lot of them!

SureColor Academy

Agenda

What are we going to do?

- Introduction by Steve Johnson and Gavin Whitley
- Objectives
- SureColor F-Series Sales Review
- SureColor F-Series Installation overview and training
- Custom Media Setup
- SureColor F-Series Maintenance training
- Wasatch RIP Training
    - Achieving Best Colors for Dye-Sub

Why are we here?

We are concluding Phase One of the product launch of the new Epson SureColor F-Series for Dye Sublimation.

During the last few months we have gathered feedback from customers and our dealers about the install and setup process for the F-Series. We want to make sure that each dealer technical and sales team is 100% up to speed on the latest information to effectively install and setup the SureColor F-Series Printers for the BEST POSSIBLE customer experience.

We are here to help you... and to kick-off the sales of the F-Series!

Please let us know what we can review with you today.

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Sales Overview

SureColor F-Series for Dye-Sublimation

The All New

EPSON **SureColor F-Series**

All New Internal Printer Development by Epson. Focused on Three Different Goals.

Productivity. Reliability. Support.

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EPSON **SureColor F-Series** for Dye Sublimation

Engineered from the ground up for Dye-Sublimation industrial-level production, with **extreme value** in mind, the all-new SureColor F-Series printer deliver class-leading performance at an aggressive price.

EPSON SureColor F6070 - 44"

C M Y K **$8,495** MSRP

682 ft²	244 ft²	89 ft²
Hi-Speed	Production	High Quality

EPSON SureColor F7070-64"

C M Y K **$19,995** MSRP

634 ft²	239 ft²	87 ft²
Hi-Speed	Production	High Quality

EPSON®

EPSON **DS Transfer Papers**

All New Dye Sublimation Media Development by Epson

- Three main paper types – Standard multi-purpose, Tack adhesive and High Production
- Multi-Purpose is great for transferring onto mouse pads, t-shirts, ceramics, etc.
- Textile-Adhesive is recommended for high-end fabric and apparel production
- High-Production, developed to support high productivity and unattended printing.

Epson DS Transfer Multi-purpose - 105 gsm

- 17, 24, 44 and 64- inch x 300’ rolls

Epson DS Transfer Adhesive-textile - 100 gsm

- 17, 24, 44 and 64- inch x 350’ rolls

Epson DS Transfer High-production - 85 gsm

- 17 and 24- inch x 500’ rolls
- 44 and 64- inch x 575’ rolls

reliable production

Industrial-Level Production

- Outstanding everyday production speeds
- Dramatically reduces the number of printers needed for full production capacity

High Reliability – Developed to Run 24/7

- Print head and ink technology developed to work together for improved reliability
- Originally developed to be a dye sublimation solution - not a 'hacked' Epson photo printer

High Image Quality

- EPSON UltraChrome DS ink technology produces amazing color
- Capable of producing even the most quality-focus garments and textiles

Low Cost-of-Ownership

- Low initial printer costs with an aggressive a cost-per-ml

Completely Supported by Epson

- World class service and support directly from one source
- No more extreme service issues

Epson Rewards Program

SureColor F-Series for Dye-Sublimation

Epson **Rewards**

F-Series Loyalty Program

EPSON REWARDS is a **loyalty program** offering points for consumables purchases.
The points can be redeemed for **service** or **upgrades**.

Web registration required

Both Epson UltraChrome DS Ink and Epson DS Transfer Media

- Promotes use of original Epson supplies
- Enables end-user knowledge for direct marketing
- Provides control over service parts and warranty programs
- Simple 3 step process
- Complete the customer registration after printer installation

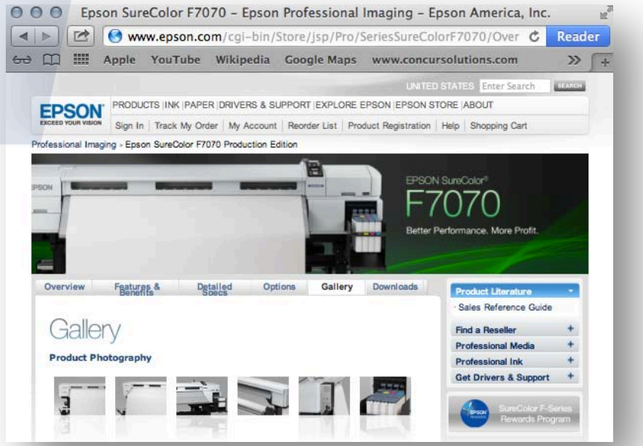
f-series

44 | 64

Epson **Rewards**

F-Series Loyalty Program

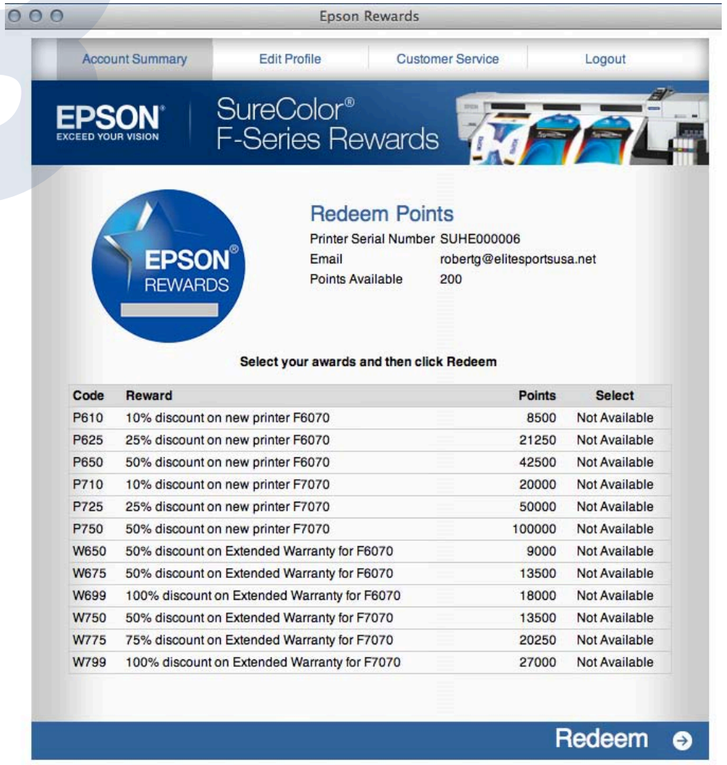
1


Epson SureColor F7070 – Epson Professional Imaging – Epson America, Inc.
www.epson.com/cgi-bin/Store/jsp/Pro/SeriesSureColorF7070/Over
Reader
Apple YouTube Wikipedia Google Maps www.concursolutions.com
EPSON
PRODUCTS | INK | PAPER | DRIVERS & SUPPORT | EXPLORE EPSON | EPSON STORE | ABOUT
Sign In | Track My Order | My Account | Reorder List | Product Registration | Help | Shopping Cart
Professional Imaging - Epson SureColor F7070 Production Edition
EPSON SureColor®
F7070
Better Performance. More Profit.
Overview | Features & Benefits | Detailed Specs | Options | Gallery | Downloads
Gallery
Product Photography
Product Literature
Sales Reference Guide
Find a Reseller
Professional Media
Professional Ink
Get Drivers & Support
SureColor F-Series Rewards Program

2

Epson Rewards
Account Summary | Edit Profile | Customer Service | Logout
EPSON
SureColor® F-Series Rewards
Welcome Robert Gurrola to the Epson SureColor® F-Series Rewards Program
EPSON REWARDS
Printer Serial Number SUHE000006
Email robertg@elitesportsusa.net
Points Available 200
Points expiring on: 12/2014: 200
Redeem
Register Inks
Color
Code
Cyan
Register Paper
Type
Multi-Purpose
Register Inks/Paper
Points Awards History
Date | Ink/Paper | Serial Number | Points | Expires
2013-07-01 | Ink Black | 66178521178 | 50 | 12/2014
2013-07-01 | Ink Cyan | 206782231189 | 50 | 12/2014
2013-07-01 | Ink Magenta | 960445671169 | 50 | 12/2014
2013-07-01 | Ink Yellow | 117042991173 | 50 | 12/2014

3


Epson Rewards
Account Summary | Edit Profile | Customer Service | Logout
EPSON
SureColor® F-Series Rewards
EPSON REWARDS
Redeem Points
Printer Serial Number SUHE000006
Email robertg@elitesportsusa.net
Points Available 200
Select your awards and then click Redeem
Code | Reward | Points | Select
P610 | 10% discount on new printer F6070 | 8500 | Not Available
P625 | 25% discount on new printer F6070 | 21250 | Not Available
P650 | 50% discount on new printer F6070 | 42500 | Not Available
P710 | 10% discount on new printer F7070 | 20000 | Not Available
P725 | 25% discount on new printer F7070 | 50000 | Not Available
P750 | 50% discount on new printer F7070 | 100000 | Not Available
W650 | 50% discount on Extended Warranty for F6070 | 9000 | Not Available
W675 | 50% discount on Extended Warranty for F6070 | 13500 | Not Available
W699 | 100% discount on Extended Warranty for F6070 | 18000 | Not Available
W750 | 50% discount on Extended Warranty for F7070 | 13500 | Not Available
W775 | 75% discount on Extended Warranty for F7070 | 20250 | Not Available
W799 | 100% discount on Extended Warranty for F7070 | 27000 | Not Available
Redeem

Wasatch RIP Software

Feature overview

System **Requirements**

Minimum System Requirements

- 2GHz CPU
- 2GB RAM
- 120GB hard drive
- DVD-ROM drive
- Windows® XP, Windows Vista®, Windows 7, Windows 8

Recommended

- 3GHz or higher quad core CPU / 8GB RAM
- 500 GB or larger Solid State Drive
- DVD-ROM drive
- Windows® XP, Windows Vista®, Windows 7, Windows 8

File Format Compatibility

- PS 3, PDF, EPS, Tiff, JPG, GIF, PNG, PSD, BMP, PCX, PPM, TGA, DCS2 and MrSID

SoftRIP & SoftRIP TX

Bundled with every Epson SureColor F-Series Printer for dye-sublimation

Product **Comparison**

WASATCH

	SoftRIP	SoftRip TX
Supported Printers	F6070 / F7070	F6070 / F7070
Platform	Windows	Windows
Active Printers	4	4
Workflow Tools	Tiling Nesting Spot Color Mapping Color Density Control **Cost Calculation** Hot Folder Color Atlas Generator	Tiling Nesting Spot Color Mapping Step & Repeat Color Density Control **Cost Calculation** Hot Folder Color Atlas Generator Colorways Management
Options and upgrades	Contour Cutting Variable Data Printing	Contour Cutting Variable Data Printing
Service & Support	Free 6 months after registration incl. upgrades Service Data Upload Utility - e/u reports e-learning library and training videos	Free 6 months after registration incl. upgrades Service Data Upload Utility - e/u reports e-learning library and training videos

Upgrade **Opportunities**

Version upgrade fees apply to users without a Service Contract with Wasatch

- **Upgrade SoftRip to SoftRip SP**
  - Large format, small format or wide format desktop edition- $500
- **Upgrade SoftRip to SoftRip TX**
  - Large format and small format edition - $500
- **Variable Data Printing Option**
  - Customize variable data fields with fonts, barcodes, QR codes, Data Matrix codes, and a variety of sizing, color, and effect features - $750
- **Contour Cutting Option**
  - Create or manage complex cutting contour lines, compatible with cutters from leading manufacturers. - $250
- **Wasatch Training**
  - Customers can visit www.wasatch.com for training and additional resources

Sales Q&A

Frequently Asked Sales Questions

- **Can I use a different brand of ink in the new printers?**
  - Epson recommends only using Epson Inks. Failure to do so will leave the user out of warranty. Only by using Epson inks combined with the print head can Epson guarantee quality and reliability.
- **The chassis of the new printer (F70/F60) looks similar to that of other SureColor printers for aqueous or solvent, is it the same print head?**
  - No. Epson designs each print head configuration to be compatible with the ink type.
- **Why do the inks come in bags and not in bottles?**
  - This new packaging configuration enables to keep costs down for the end user as well as offering a more environmentally friendly solution.
- **What if I dont want the Wasatch RIP?**
  - Put it on the shelf and dont use it... There is no requirement to use Wasatch. We offer it as part of our package because we assure that it meets our quality and speed standards. Wasatch is the number one choice in the dye-sub market world wide. We DO however, support many other 3rd party RIP companies.

Frequently Asked Sales Questions

- **What does the chip in the ink tank do?**
  - The Chip provides service engineers with diagnostic data and the ink batch number. It also enables the printer to record the flow of ink going through the head.
- **The ink bag capacity is 1 Liter but the tanks are 1.5 Liter, Why?**
  - In order to protect the print head, there is a reserve of 70 ml recommended per tank. Tanks are made bigger so that end user can easily refill a full bag without risk of overfilling the tanks.
- **Can the user pour one bag of ink and half of another to fill up the tank?**
  - Every time a new pouch is used, the chip must be replaced.
- **What are ruler marks on one side of the ink bag for?**
  - These are used as guides to indicate the amount of ink left in the tank before refilling
- **Why are the new printers only 4-Color?**
  - 4 Color is the standard in the textile market - 80-90% use 4 color ink systems.

Frequently Asked Sales Questions

How can customers avoid putting the wrong ink color in the wrong tank?

- The Chip Unit should always be inserted into the ink tank before refilling. If the chip has been placed on the wrong color tank, the printer will give an Error Message requesting to swap the Chip.

What happens if ink is poured in the wrong color tank?

- The system should be re-set. This is a Service Call.

Are these inks really manufactured by Epson?

- Yes, Epson has a license to manufacture and sell Epson branded dye-sub inks.

Competitive **Comparison**

Epson SureColor F-Series

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T-series 44

Competitive Comparison - **44 Inch**

Epson vs. Modified Mutoh-RJ900

	SURECOLOR F6070	MODIFIED MUTOH RJ900
Printer Width	44-Inch	42.5-Inch
Print Head Configuration	Epson MicroPiezo TFP	F8 (DX5)
Color Configuration	CMYK - 720 nozzles per color	CMYK - 360 nozzles per color
Maximum Print Resolution	1440 X 720 dpi 8 pass	1440 x 1440 dpi 4 pass
Smallest Droplet Size (picoliter)	5.3 pl	3.5 pl
Ink Technology	Epson UltraChrome DS Ink	Third Party Dye-Sub Ink
Maximum Ink Capacity per Color	1.5 L	CISS 1L Bulk System
Print Speed - 'High Speed' - 1 pass	682 SFPH	426 SFPH - CAD Line Art
Print Speed - 'Production' - 3 pass	244 SFPH	108 SFP
Print Speed - 'High Quality' - 8 pass	89 SFPH	75 SFPH
Take up reel	No	Third Party at additional cost
RIP Workflow	Wasatch Soft Rip Included	-
Print Width	43.5"	42.2"
Ink Cost-per-L (MSRP)	$125 L	$135-$155 L
Replacement Print Head MSRP	Included in Warranty*	$1,100-$1,500
Printer MSRP	$8,495	$7,800 (printer only)

Prices are MSRP | All data as of Jan 2013 | This color is the winning-feature. Print speeds are engine speeds only. Total throughput time depends on RIP workflow, file size, print resolution, ink coverage, networking, etc.
Printer comes with 90-day limited on-site warranty, extendable for one full year with product registration. Extended on-site service plans available. Up to two plans may be purchased for a maximum coverage period of three years.
Warranty and extended service coveraga are los if any non-Epson cartridges, inks or ink delivery system is used.

T-series 64

Competitive Comparison - 64 Inch

Epson vs. Mutoh, Mimaki & Roland

	SURECOLOR F7070	MODIFIED MUTOH VJ1638W	MIMAKI JV33-160	MODIFIED ROLAND S640
Printer Width	64-Inch	64-Inch	64-Inch	64-Inch
Print Head Configuration	Epson MicroPiezo TFP X 1	F8 (DX5) X 2	F8 (DX5) X 1	F8 (DX5) X 1
Color Configuration	CMYK - 720 nozzles per color	CMYK - (180 x 8) x 2	CMYK - (180 x 8) x 1	CMYK -
Maximum Print Resolution	1440 X 720 dpi 8 pass	1440 X 1440 dpi 8 pass	1440 X 1440 dpi 8 pass	1440
Smallest Droplet Size (picoliter)	5.3 pl	3.5 pl	3.5 pl	
Ink Technology	Epson UltraChrome DS Ink	Third Party Ink up to 8 C	SB52 Dye Sublimation Ink	SBL2 Sublimation Ink
Maximum Ink Capacity per Color	1.5 L	440 ML Ink Cartridges	440 ML Ink Cartridges	1.0 L Ink Bottles
Print Speed - 'High Speed' - 1 pass	634 SFPH	545 SFPH	-	342 SFPH
Print Speed - 'Production' - 4 pass	239 SFPH	212 SFPH	188 SFPH	129 SFPH
Print Speed - 'High Quality' - 8 pass	87 SFPH	110 SFPH	79 SFPH	86 SFPH
Take up reel	Yes -up to 90 lbs	Yes- up to 66 lbs	Yes	Optional- up to 66 lbs
RIP Workflow	Wasatch Soft Rip Included	Wasatch Soft Rip Optional	RasterLink Pro	Versa Works
Print Width	63.6"	63.6"	63.6"	63.6"
Ink Cost-per-L (MSRP)	$125 L	$135-$155 L	$220 L	$130 L
Replacement Print Head MSRP	Included in Warranty*	$1,100-$1,500 per head	$1,100-$1,500 per head	$1,100-$1,500 per head
Printer MSRP	$19,995	$27,995	$19,995	$23,995

Prices are MSRP | All data as of Jan 2013 | This color is the winning-feature. Print speeds are engine speeds only. Total throughput time depends on RIP workflow, file size, print resolution, ink coverage, networking, etc.

Printer comes with 90-day limited on-site warranty, extendable for one full year with product registration. Extended on-site service plans available. Up to two plans may be purchased for a maximum coverage period of three years.

Warranty and extended service coveraga are los if any non-Epson cartridges, inks or ink delivery system is used.

Competitive Products and Other FAQs

Printer Installation Overview

SureColor F-Series for Dye-Sublimation

Mike Moon / Keith Prado

What do you need to bring with you?

Tools

- Accurate metallic ruler - Metric and US Standard
- Loupe (higher the better)
- Spectrophotometer
- USB cable and Ethernet cable
- Extra 5mm hex wrench (2 are included with printer and media support system)
- Level
- Long (12" min) Phillips screw driver
- Flash Light

Software

- Firmware update service tool
- Latest Firmware
- Test files

f-series F6070

Printer Installation Checklist

EPSON

Printer Configuration

Ink Supply Cover 2

Initial Ink Pack Set
Genuine Ink Supply System
Additional Maintenance Tank

Sample Media

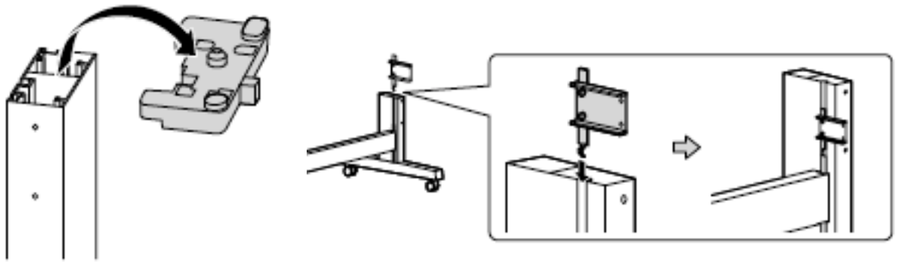
Printer and Stand

User Guide Kit

Includes:

Manual
Warranty
Power Cables
Wasatch SoftRip Software
Driver CD

Installation Checklist



Unbox printer and identify all components - Ink Cover 2

Assemble stand and install printer

- Remember to loosen the right cap of the stand to affix hook and plate pieces for the ink support system, before placing printer on the stand.

Set up the Ink Tank System

- Remember to verify Ink Tank color order : CYMK *(different for F7070)*
- Insert tanks into each color slot. Look for the tab at the inner end of each tank.
- Place chip units on each holder and slide in. *This will make tanks stable and help with contact.*
- Tanks should look leveled and even. *Use level tool and metallic ruler as guides.*
- Start with 4 shims at each side of ink tanks base. Don't tighten screws yet.
- Affix each tank to metal base using 4 small screws.

Initialize Ink System - Firmware Mode

- Remember to check firmware version first, before turning printer ON
- Shake ink bags for approx. 15 seconds each before opening and pouring

f-series **F6070**

Installation Checklist

While Ink Charges (approx. 55 min)

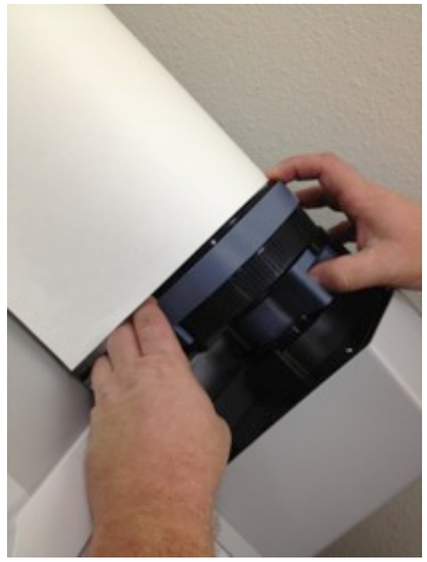
- **Mark the Minimum Ink Tank Level measure on Tanks**
  - Use an ink bag ruler, measure 70 ml (2.8 in) and mark height onto front of all 4 ink tanks
  - Use marker or piece of tape
- **Install USB Drivers, LFP Remote Panel, and RIP software on the PC**
  - From User Guide Kit included with the printer : Comm. Driver CD and RIP
  - Obtain Wasatch registration codes on line
  - Review and update custom image configurations on Wasatch folder
- **Unpack media roll**
  - Place roll on media roll adapters and rest on top of printer
  - Get media acclimated to environment
- **Turn on heat press and set to 200˚C or 392˚F**

f-series **F6070**

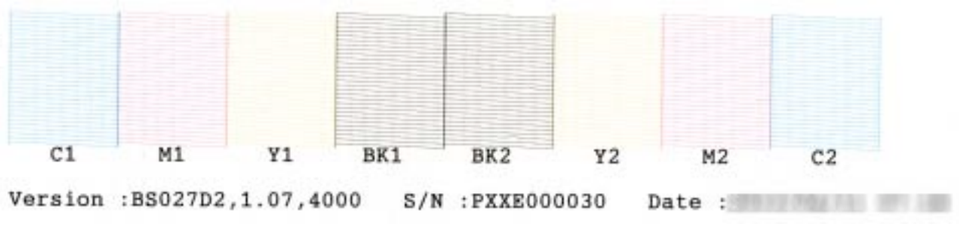
Installation Checklist

After Ink is Charged

Roll Adapter Gap



Push and lower lock lever



- **Configure Printer Preferences**
  - To avoid Printer falling on "sleep mode" causing printing to stop, go to:
  - MENU/PRINTER SETTINGS/POWER SETTINGS/SLEEP to 240min and,
  - POWER OFF: OFF
  - Set units to mm for media alignment
- **Connect USB or Ethernet**
- **Load Paper**
  - Confirm adapter holder lock lever is raised
  - Mount media roll onto holder. Ensure there is no gap between roll adapter and feeding base. This may require a push/click action, while pulling down lock lever.
  - Follow steps listed on Control Panel to feed media.
  - Use blue holders on side of roll to avoid touching printable surface with hands.
- **Print a nozzle check**
  - If few nozzles are missing, perform a light or medium cleaning to all or selected nozzle pair
  - If a whole channel is missing, re-align ink tanks. This could be a contact issue or an air bubble issue
- **There is an extra Maintenance Tank included with every F60 printer.**
  - Please use it to replace the one used by the printer ink charging process.

Printer Configuration

Ink Supply Cover 1

Initial Ink Pack Set
Genuine Ink Supply System
Additional Maintenance Tank

Sample Media

Substrate Support System

Printer and Stand

User Guide Kit

Includes:

Manual
Warranty
Power Cables
Wasatch SoftRip TX Software
Driver CD

f-series F7070

tips and tricks

Installation Checklist

- **Unbox printer and identify all components - Ink Cover 1**
- **F70: Install media support system and complete Take-in/Take-up alignment using alignment sheet**
  - There is a separate section on this topic
- **Set up the Ink Tank System**
  - Remember to verify Ink Tank order of colors
  - Remember to install waste ink bottle on the F7070
- **Initialize Ink System**
  - Remember to check firmware version first
- **Install USB Drivers, LFP Remote Panel, and RIP software**
  - From User Guide Kit included with the printer : Comm. Driver CD and RIP
- **Connect USB or Ethernet**
- **Once Ink is charged, print a nozzle check**

Installation Checklist

tips and tricks

- **Set a Static IP Address**
  - Add static IP to Wasatch Rip
  - Add static IP to Communication Driver
- **Review Printer Preferences**
- **Setup Custom Media**
  - We will review this step in detail later
- **Print Test image**
  - Download from www.epsonbeta.com/fseriesbeta
  - Download from http://wasatch.com/resellerportal.html
- **Train End User**
  - Custom media setup
  - Printer Maintenance
  - Basic RIP Functionality
  - Control Panel
  - Media Cutting
  - Loading media

Hands On Ink System Review

Installation and Setup Q&A

Custom Media Setup

SureColor F-Series

Todd Schneider

Why Do We Need a Custom Media Setup?

Creating an accurate custom media setting is necessary to achieve maximum print speed and optimal print quality on the SureColor F-Series Printers. Properly completing this process (and training your customers on why and how) will ensure band free, high quality prints on almost any media. For Dye-sub papers this is an easy one time setup. This is particularly useful for environments where customers switch from media types that vary considerably in thickness / weight.

Custom Media Setup

media checklist

- **<u>Prior to loading media</u>, you should update the following settings:**
  - **Setting Name** - Be specific as possible and call out and special characteristics (green rollers, etc.)
  - **Tension** - Adjusted from 0-40 based on media type. Default is 28.
  - **Suction** - Adjusted from 1-10 based on media type. Default is 10.
  - **Platen Gap** - Set to 1.5. Can be increased to 2.0 or 2.5 if cockling occurs.
  - **Feed Speed** - Options are 1 or 2. 1 is recommended for higher quality.
  - **Tension Measurement** - Periodically, Every Page, or Off. Periodically is recommended.
  - **Multi-strike Printing** - Off
  - **Head Movement** - Data width or printer width. Data width is recommended.
  - **Roll Type** - Printable side in or out.

Custom Media Setup

media checklist

- **<u>After loading media</u>, you should update the following settings:**
  - **Perform manual 500mm feed adjustment** - Measure as accurately as possible and enter in the value for the distance between the middle set of measurements.
  - **Run uni-directional head alignment** - manual **line** pattern only available with F70
  - **Run bi-directional head alignment** - manual **line** pattern only available with F70.
  - In the RIP, select the correct image configuration for the media in use.
  - Run a test print.
- **A detailed custom media setup checklist is available on the web**
  - <u>www.epsonbeta/fseriesbeta</u>

Hands On Custom Media Setup

Tips and Tricks

tips and tricks

Some extra Tips and Tricks

- If longer dry time is required for over saturated dark colors in certain modes or media types, use the dry time per pass menu option to make the printer pause a fixed amount of time between passes. (U.G, pp 69)
- Print Uni-D instead of Bi-D, configure control panel for 'Media Width' instead of 'Data Width'
- When loading media onto take-up reel, cut the lead edge into a V shape and use masking tape to connect the middle portion to the take-up reel.
- If media core does not fit properly on roll holders, add layers of masking tape to the roll holder until a tight connection can be made.
- The type of transfer paper can affect the quality of the transfer.
  - Absorbs too much ink, transfer twice, transfer once, wet, banding, tacky etc
  - 66, 70, 75, 90, 95, 100, 106, 120, 140 gsm
- We recommend using **Epson DS Transfer Papers** and profiles available for this media.
- Most paper manufacturers recommend a humidity control environment.
- Unpack paper to let the media acclimate to the ambient humidity.

Custom Media Q&A

Printer Maintenance

SureColor F-Series for Dye-Sublimation

Rob Simpson

Cleaning Overview

When needs to be cleaned and when?

routine maintenance

Routine Maintenance

- Nozzle checks to detect if a cleaning is required
- Choose normal or power cleaning according to the level of cleaning required. *(Normal is recommended in most circumstances)* - Estimated: 10-15 min
- Standard usage: Once a day ; Medium to heavy usage: 2-3 times a day
- Chip Unit Replacement : Recommended as early as the message **"Chip unit expended"** is displayed on the control panel or as soon as the remaining ink level is at 70 ml or 2.8 inches. It can be performed on the fly.

Long Term Maintenance

- What is it: routine maintenance and replacing Wiper, Caps, Flushing Pad, etc
- Estimated time: 10-15 minutes.
- Standard usage: once every 6 months
- Medium to heavy usage: Once every 3 months

Frequency depends on usage, media, environment, etc

Cleaning Overview

When needs to be cleaned and when?

routine maintenance

Routine Maintenance

- Print head and surroundings: Wiper, Wiper Rail and Cap

CAUTION:

Do not touch the nozzle surface when cleaning the Print Head

Do not touch the inside of the caps

Recommended frequency: Once a month

- Pressure Roller:

Use a soft-bristled brush to clean off the dust and paper dust on the pressure rollers.

Recommended frequency: Once a week

- Media-Holding plate:

Use a soft cloth damped with water to wipe off the lint, dust and ink on the platen

REMEMBER: Frequency depends on usage, media, environment, etc

Tips and Tricks

tips and tricks

Tips

- Shake ALL ink bags before refilling the tanks
- Clean at the END of the day vs beginning
- Keep extra maintenance tanks and kits on standby

Tricks

- Use a lint free cloth to gently wipe the print head
- Handle printer covers with care, don't slam them even if pressed for time. There are electronic sensors around them that could break and cause the customer a long down time.

Tips and Tricks

tips and tricks

Tips

- Keep all your shipping boxes
- Seiko Epson recommended procedure involves flushing total ink system and replacing ink tanks. Estimated cost $1,000 and 4 hours labor by qualified field engineer. This method is suggested if the printer is to be sold to an end user.
- Removing tanks and ink transport assembly: 1. Tape down the rubber ink input plug; 2. Place inside plastic bag; 3. Place all ink tanks with sliders and chips inside original packing; 4. Transport carefully without tipping over, preferably in you own transport method
- If using a third party carrier, empty all ink tanks and wash with water, then pack and ship

Tricks

- Use the printer even if on storage. Ink cannot be left static for more than 25 days.

Maintenance Q&A

WASATCH

Wasatch RIP Overview

Achieving Best Colors for Dye-Sublimation

Ryan Lee / Roy Bohnen

EPSON

Tips and Tricks

tips and tricks

Tips

- Measurement devices

  UV versus Non UV filters

  M0 M1 and M2 Illuminants

- Profiling Software considerations

Tricks

- Matching Corporate Colors or customer's color charts: **Color Atlas on the Color Tab**

  - Color match desired color to an on-screen patch of Color Atlas

  - Print and sublimate the page of patches and compare to your desired color patch

  - Use the value shown under the matching patch to create a Spot Color Replacement

  - Blacks - Ensure the customer file has all blacks using the same values for spot color replacement to be effective

- http://www.wasatch.com/blackpointcomp.html

- http://www.wasatch.com/impinp.html

Heat Press and Sublimation

Catalina Frank

EPSON

Heat Press Overview

tips and tricks

Does Epson sell the heat press? Does Epson recommend any particular brand of heat press?

- No, we leave this piece of the business to our Authorized Dealers. There are many brands out there. Only the dealers can make a recommendation to the end user that best suits their production needs.

Tips and Tricks

- Wrinkle in the textile: Pre- press or pre-shrinking (20-45 secs) specially on fabrics with a satin look and feel.

- Optimal time in press varies with environmental conditions. If an AC unit is not available in the printing room, user might need to vary either the time in press or the profile according to different times of day.

- Unwanted artifacts or specs on final transferred image: Fabric could have static and pick up lint, fibers or dust from the environment. A lint roller may be used prior to pressing. Also, to keep press platens clean from ink transfers, the use of sheets of kraft paper or tissue paper is recommended on top and bottom of the fabric.

Wrap up and Q&A

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Epson **Dealer** Support Line - 562-276-1305 *(Please say you are "onsite")*

Epson **End User** Support Line - 888-377-6611

Wasatch Support Line - 800-683-8214

Online Resources

http://www.epsonbeta.com/fseriesbeta *(For DEALERS ONLY!)*

http://support.epson.com

http://www.wasatch.com/support.html

Thank you and happy selling!